

## Network Switch Planning

### -B8ZS vs AMI Trunks

-NYNEX provides B8ZS trunk capacity at tandems if there end users in the subtending end offices subscribed to data services such as ISDN. There is limited B8ZS capacity at tandems the majority of trunks are for voice and are AMI.

-T. Delaney explained that BF does not need all their trunks as B8ZS. BF should be ordering tandem B8ZS trunks in proportion to the demand for data services at the subtending end offices and the interoffice B8ZS capacity being provided by NYNEX from the tandem to the end offices.

-T. Delaney will work out details for providing BF information that will allow them to size B8ZS/AMI trunk distribution for future orders.

### -Two-way Trunking

-Both companies are in full agreement to move to 2-way trunking as quickly as possible. No date was specified, however, both agreed it should be before the end of 1997.

-Both companies recognized there are several issues that have to be resolved which include GLARE and billing issues, before 2-way trunks can be implemented.

-Tom Delaney to coordinate

## Contact Lists and Escalation Lists

-Contact lists for trouble reporting were discussed. BF is not clear on the formal escalation process. Also discussed were contact procedures for disasters such as fiber cuts or fires.

-C. Mongell and T. Delaney will compile complete contact lists by service, including the appropriate escalation contacts, for the routine troubles as well as disasters. T. Dreyer will ensure that lists are communicated with BF as well as all other customers.

## "Hot Cut" Conversions

-C. Mongell distributed action plans [ATTACH ACTION PLANS TO THE MINUTES]. She indicated that items 3 and 4 dealing with communications and measurement are for continued future success.

-BF indicated significant improvements by NYNEX over the last several weeks. Major improvement on cutovers involving multiple line customers. NYNEX has provided cutover on a line by line basis so that the end user always has some lines in service. BF would like to see this approach incorporated in NYNEX procedures.

-T. Delaney/C. Mongell indicated M&Ps are very specific and training of people is aggressively continuing.

-NYNEX will share processes and procedures with BF so they can set appropriate expectations with their customers. NYNEX will also discuss specific project prior to cutover with BF to understand particulars.

## Demarc Issue

-BF wants a definition of a demarc and to understand what information we provide that will allow BF to find the demarc. Extensive discussion followed. NYNEX indicated that the demarc is a complex issue and there are regulatory differences in how it is handled in NY and the NE states.

-Discussion continued on locating the demarc in a high rise building. NYNEX indicated that if the circuits are provisioned on fiber ("fiber to the floor") the demarc would be in the telco closet on the customer floor. If copper using common ms eqpt, demarc is on telco frame, usually in the basement.

-NYNEX indicated that BF can use the customer and the building owner as a source for demarc location on an interim basis until NYNEX can study the issue and develop a process for identifying the demarc.

-BF was not satisfied with this source since the customer and the building owner will not be able to provide enough specificity. These sources can identify the telco closets, location of house risers and the telco room in the basement. They can not provide the location of cable and pair information on the frame for the specific circuits in question. BF is anxious to get an answer on this issue.

-BF asked if NYNEX will waive the charges for a customer trouble if NYNEX has not provided the demarc information to BF that would enable them to test trouble prior to calling NYNEX.

-T. Dreyer will take the issue of demarc location and waiver of charges back for resolution.

#### -Directory Listing Issues

-Discussed directory listing issues for the two categories of orders: "hot cuts" (retained number) and new BF installs.

-T. Delaney indicated that synchronizing connect and disconnect orders is a problem. NYNEX does not have a permanent fix on this. CATC is however, reconciling orders each day with the Directory Listing organization to ensure disconnect is not worked out of sync with connect.

-T. Delaney discussed effect Post Completion Discrepancies (PCDs) have on directory listings. Different in NY and NE. In NY Directory is not affected by PCDs, therefore database is updated. In NE, PCD will keep the order from flowing through to Directory and the databases will not be updated properly.

-This is a major problem to BF. T. Delaney will follow up and escalate issue internally for resolution.

-BF asked where the interface is for them to ensure that complex orders are properly listed in the directory and in the DA database. They go to NIRC.

-BF wants to know how and when they will be informed whether or not their customer made the directory publication dead line. T. Dreyer will follow up on this issue.

#### -E911 Issue

As a result of an inquiry from Brian Kent of the RI DPUC regarding continuing problems with the E-911 database, T. O'Brien reviewed with Brooks the process for updating the database. She conveyed the concerns expressed to her from the 911 authority and explained that the problems Brooks had been having were probably the result of not following the proper procedures when inputting and subsequently verifying additions or changes to the database. Also, she highlighted the importance of verifying and correcting the database on a daily basis to ensure the integrity of the files. Finally, she provided Brooks with a copy of the response which she had sent to the Division to respond to their questions, and again expressed NYNEX's willingness to work with Brooks to resolve any outstanding issues.



July 15, 1997

Mr. John Griffin  
NYNEX CATC  
125 High Street  
Room 329  
Boston, MA 02110

**BROOKS/NYNEX INTERCONNECTION PROBLEMS - LATEST INCIDENT 7.15.97**

Dear John:

Once again the customers of Brooks Fiber Communications of Rhode Island (BFCRI) have suffered network outages due to actions taken by Nynex personnel, outside of the control of BFC-RI. It is my hope that this letter will drive resolution once and for all to issues that have already been raised, most recently at the executive meeting in Boston on May 30<sup>th</sup>, 1997 (minutes attached).

***Summary of Network Trouble***

At approximately 08:00 this morning certain Brooks customers reported that certain Nynex customers were unable to reach them, and encountered "fast-busy" instead. As more reports came into both the Brooks, St. Louis NMC and the local Providence office, a pattern became apparent to those of us attempting to make sense of the symptoms. It was clear that the blockage was isolated to calls originating in the Nynex Washington Street central office - either directly or as INP calls forwarded to new Brooks numbers. Calls made directly to Brooks numbers from other Nynex end offices or from other LATAs were completed without problems. At approximately 08:30 the Brooks switch technician tried to reach someone at the Manchester MAC to work the trouble, but only succeeded in leaving a voice mail for Lauren (a technician in the MAC) and another for his supervisor, Tina Divenuti. At 08:50 Lauren returned the call and acknowledged a possible software provisioning problem in the Providence Washington Street end office. At 09:05 the trouble was cleared and according to Lauren was caused by the premature activation of a new pending direct trunk group between the Washington St. Nynex CO and the Brooks switch, in other words traffic was pointing to a non-existent trunk group. This is consistent with the symptoms of calls originating in the Washington St. switch or transiting the switch for INP purposes.

***Issues of Concern to BFC-RI***

- There is still no effective means of reporting serious inter-network issues. During the May 30<sup>th</sup> meeting Tom Delaney handed out a single sheet which he explained would be the correct and effective method of handling any trouble, be it network or customer specific. In reality this list is of virtually no use whatsoever. In fact, when we tried to report a network trouble using the specified 800 number it was clear that the person answering had little knowledge of networking, and in fact



refused to open a ticket. Escalation lists and contact lists at the MAC, Framingham NMC etc. would help, and in fact to quote the minutes from the May 30<sup>th</sup> meeting:

*"Contact Lists and Escalation Lists"*

- *"Contact lists for trouble reporting were discussed. BFC is not clear on the formal escalation process. Also discussed were contact procedures for disasters such as fiber cuts or fires.*
- *C. Mongell and T. Delaney will compile complete contact lists by service, including the appropriate escalation contacts, for the routine troubles as well as disasters. T. Dreyer will ensure that lists are communicated with BF as well as all other customers."*

To date we have not seen these lists, nor are we comfortable with the lack of procedures for dealing swiftly with inter-networking problems. It is significant that as far as today's serious outage is concerned, it DOES NOT EXIST ANYWHERE as a Nynex trouble ticket, and consequently no one is accountable except by way of responding to letters such as this.

Routing changes were made within Nynex with obvious consequences to inter-company traffic flow. Why did this happen? How can we be sure it will not happen again? Can we implement a Method of Procedure whereby whenever one company plans on making any routing change it obtains up front agreement with the other company, and swaps contact numbers, backout procedures etc. , as well as making a live phone call prior to commencement of the work, and another upon completion whereupon any appropriate testing is carried out by both companies.

John, I would appreciate a written response to this letter, including an update on the other outstanding items referred to in the attached minutes from the May 30<sup>th</sup> meeting.

Sincerely

A handwritten signature in black ink, appearing to read "R. Pouyon", is written over the word "Sincerely". The signature is fluid and cursive, with a large loop at the end.

Robert J. Pouyon  
General Manager, BFC-RI

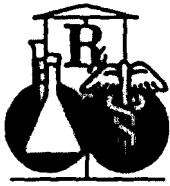
CC: (via e-mail) Tom Delaney @SMTP.Nynex.com, Robert Fox @SMTP.Nynex.com, William McDermott@SMTP.Nynex.com

(hard copy) Robert Shanahan, Ellen Kelly, Marty Clift, Paula Venema, Malcolm Brown, Randy Barber

Attachment

**Exhibit 11**

- a. Letter from New England Medical Supply, Inc.
- b. Letter from Providence Pictures, Inc.



## NEW ENGLAND MEDICAL SUPPLY, INC.

365 Eddy Street  
Providence, RI 02903-4252

(401) 831-8030 Fax: (401) 831-8032  
800-322-5887

November 29, 1997

Ms. Ellen Kelly  
BROOKS FIBER  
Providence Washington Plaza  
2<sup>nd</sup> Floor  
Providence, RI 02903

Dear Ms. Kelly:

With great sadness and disappointment, I am writing to inform you of our decision to go back to (Nynex) Bell Atlantic. Since the inception of our enrollment with BROOKS FIBER, we have been chronically troubled with interrupted phone service. The problems involved both incoming and outgoing phone calls. We are a small distribution company and, needless to say, our phones are our lifelines.

Since December, 1996 and throughout October, 1997 we have been plagued with the following:

1. Circuit busy messages on outgoing calls even on low volume days and times
2. Constant busy signal for customers calling in; even when three open lines were available
3. Fax line out of service
4. Fax line ringing on regular phone lines
5. Outgoing call made to designated number (even auto dialed) would reach an uninvolved third party. (affected long distance costs).
6. Our phone number was unavailable from 411 information and in some instances an unrelated number was given to the customer.

Looking at our overall business picture, I can emphatically tell you that our phone volume has decreased resulting in decreased business. Although we provided you with all information needed, in a timely fashion, we were omitted from the 1997 publishing of NYNEX'S white pages.

After many discussions with NYNEX employees, at various levels of responsibility, I was made aware of the animosity against all new companies encroaching on NYNEX'S old customer base. The consensus was that the customer was theirs. They originated and serviced the customer all these years and now have to turn over 25% of their base on a silver platter to the competitor. To top that, NYNEX has to service the competition by providing switching services, trouble shooting, etc. It became evident to me that NYNEX employees feel threatened and are of the mentality to protect their turf even if it means tripping the competition whenever possible.

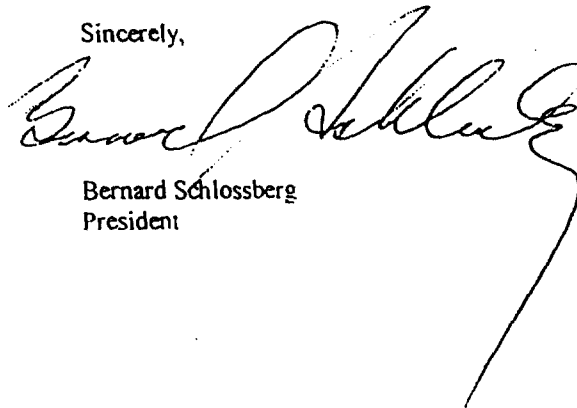
Every time we had a problem, it was promptly rectified after a call to BROOKS FIBER. The calls, however, were too often and for recurrent problems. It was my experience that once a switching problem was fixed it stayed fixed. Here, however, the fixed got unfixed very quickly.

I feel that NYNEX is culpable. However, we are caught between two large companies waging a silent war and Companies such as ours are the casualties. It is utterly shameful that we are not able to pursue this matter legally. A Company such as ours does not have the financial means to successfully

litigate against companies your size. Having said all that, and as upset as I am with NYNEX/BELL ATLANTIC we are forced to return to them in order to salvage our business and assure quality uninterrupted phone service. To add insult to injury, we had to pay a \$180 switching fee. My immediate concern and goal is to re-establish our relationship with the lost customer. Naturally, this will cost us again.

In closing, I might add that this venture with BROOKS FIBER has been purely an exercise in futility. A program that was to have saved us money turned out to be quite costly.

Sincerely,

A handwritten signature in black ink, appearing to read "Bernard Schlossberg", with a long, sweeping vertical line extending downwards from the end of the signature.

Bernard Schlossberg  
President

MARY MCCARTHY - 800 - 216 - 4122  
FAX 800 - 816 - 8116

**PROVIDENCE PICTURES, INC.**

60 Eddy Street, Third Floor

Providence, RI 02903

(401) 455 1450

(401) 455 1451 fax

November 4, 1997

Ms. Ellen Kelly  
Customer Service Manager  
Brooks Fiber  
Via Fax: 854-1110

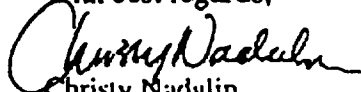
Dear Ellen:

The primary reason we need to end our relationship with Brooks fiber is our inability to reach a long distance operator. The nature of international calling, changing codes, etc. means that I use operator assistance with nearly half the calls I make overseas. Our latest project had us working with people in Israel and England, and while this was not a daily occurrence, not being to access an operator when we needed one became a hardship. AT&T refused to charge calls made to 1-800-CALLATT to our office phone, even after you helped me attempt a resolution with them.

A secondary reason is the occasional "all circuits are busy" message, something that has happened with increased frequency since our switch to Brooks Fiber. One of our producers resorted to leaving a message at Gary's home, in the same area, just a few miles away, but serviced by Nynex. In addition to this being an inconvenience and a bit of an embarrassment, it underscores the likelihood that the problem is with the Brooks Fiber infrastructure.

I am sorry about this, and appreciate all your personal attention, service, and best efforts to resolve our problems.

With best regards,

  
Christy Nadulin  
Associate Producer